

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**VICTIM ADVOCATE – OLDER ADULTS
POLICE DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs specialized counseling work assisting victims of crime on behalf of the City Police Department. Reports to the Captain in charge of the Criminal Investigation Division.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class performs counseling work assisting victims of crime. Work involves interviewing and counseling crime victims to assist in the prosecution of criminal suspects, and to enable crime victims to receive compensation. Employee is responsible for limited counseling services and/or referring victims to available services in the community. Work also involves performing various activities to promote the Victim Services Program and educate law enforcement, social services personnel, and the public about victims' rights. Work requires considerable tact, courtesy, discretion and patience in contact with crime victims and their families. Work is performed under general supervision of the Victim Services Coordinator.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Meets with crime victims to assist and advise about the criminal prosecution process and availability of counseling and restitution services; files for restitution on behalf of program clients; advises crime victims of courtroom proceedings and status of criminal cases; refers clients to various community human services and mental health agencies, as appropriate; accompanies clients to court, assisting and advising as necessary.

Serves as advocate for crime victims in matters involving victims and local and state social services agencies or law enforcement officials; serves as liaison between victims and various law enforcement and judicial officials.

Prepares and makes oral presentations to various civic, church, business, school or other groups, as appropriate; assists in preparing educational and participatory activities, exhibits and/or presentations for National Victim Week observances.

Utilizes computerized data entry equipment and various word processing, spreadsheet and/or file maintenance programs to enter, store and/or retrieve information as requested or otherwise necessary; prepares and updates computer files pertaining to program clients.

ADDITIONAL JOB FUNCTIONS

Performs other related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of the provisions and restrictions of laws providing for restitution to crime victims.

Considerable knowledge of the organization and operations of the criminal court system and the Victim Services Program.

General knowledge of modern office procedures and clerical techniques.

General knowledge of a variety of human services and mental health agencies available in the community.

General knowledge of the common emotional reactions and needs of crime victims.

General knowledge of standard counseling techniques appropriate for assisting crime victims.

Ability to use common office machines, including popular computer-driven word processing, spreadsheet and file maintenance programs.

Ability to effectively express ideas orally and in writing.

Ability to make effective oral presentations before large groups of people.

Ability to maintain moderately complex files and records.

Ability to exercise considerable initiative and independent judgment in applying standards to a variety of work situations.

Ability to exercise considerable tact, courtesy, discretion and patience in frequent contact with victims of crimes.

Ability to exercise considerable discretion in handling confidential files.

Ability to exercise tact and courtesy in frequent contact with court and law enforcement officials and the general public.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

MINIMUM EXPERIENCE AND TRAINING

Bachelor's degree in social work, counseling, criminal justice or a related field, and 1 to 2 years of experience in human services or counseling work; and/or any equivalent combination of training and experience required to perform the essential position functions.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job levels.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities, and balance actions appropriately.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Non-Exempt
Salary Grade 10